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## City of Colorado Springs

## Bicycle Valet Procedure

### **Scope**

This procedure describes the set-up and operation of a bicycle valet parking area.

### **Staffing**

The number of volunteers varies and is dependent upon the event. Generally a minimum of 2 volunteers will be needed for smaller events, and as many as 10 at the largest events. Reference Appendix I for event details.

### **Procedure**

#### *1. Unload Equipment*

- 1.1. Position vehicle with equipment at the mid-way point of the bike valet parking area.
- 1.2. Unload the bike racks, fencing materials and fence posts.
- 1.3. Unload the canopy, folding table, chairs and supplies/handouts at the entrance of the parking area.
- 1.4. Move the vehicle to a location outside of the bike valet parking area.
- 1.5. Place the "Bike Valet Parking" signs in appropriate locations and ensure the magnetic arrows are pointing cyclists in the right direction.
- 1.6. Reference Appendix I for bike rack configurations and canopy placement and choose the one appropriate for the event.

#### *2. Set-up*

- 2.1. One person immediately set up 2 or 3 racks to be ready for any early arrivals.
- 2.2. Other person(s) set up table, and have waivers and bands ready for early arrivals.
- 2.3. Hang signs with the bike valet hours of operation.
- 2.4. Reference Appendix I for space requirements & placement details for racks & canopy.
- 2.5. Erect the canopy and tie weights to canopy legs, set up chairs, and complete organizing table, bands, handouts etc...
- 2.6. Secure the tip jar to the table.

#### *3. Secure the Perimeter*

- 3.1. If parking area is not fenced or already secured, Reference Appendix I for placement of posts to secure the perimeter of the parking area.
- 3.2. Start at entrance to the bicycle parking area and hang orange fencing around the entire perimeter. The fencing needs to be taut, and hung from each post using a zip-tie. Work from one side of the entrance and hang fencing all around the perimeter of the parking area around to the other side of the entrance.

#### *4. Hang Banners*

- 4.1. Hang any banners that will be used at the event along the orange fencing utilizing posts and attaching with cord or zip-ties. If the event provided the secure perimeter, hang banners on barricades or fencing.
5. *Check Area*
  - 5.1. Check the fencing and make sure the perimeter is secured.
  - 5.2. Put any boxes inside the secured area so they are out of the way, and the table looks professional.
6. *Checking & Retrieving Bicycles*
  - 6.1. Have each cyclist sign the waiver and be certain they have signed and dated the form.
  - 6.2. Write the cyclists phone number on the wristband. Put a numbered band on the cyclists' wrist, and place the corresponding wristband on the top-tube of the cyclists' bike.
  - 6.3. Tell each cyclist what time the bike valet service is available so they know they must pick up their bikes at closing.
  - 6.4. The cyclist may hang helmets, bags, cycling shoes etc...on the bike and leave items in the secured parking area.
  - 6.5. Park the bike on a rack that is the same color as the wristband on the bike & cyclist.
  - 6.6. When a cyclist returns cut the band from their wrist and retrieve the bike with the matching number, and return bike to cyclist. Thank each cyclist for utilizing the bike valet service.
7. *End of Event*
  - 7.1. At the end of the event if there are bikes that have not been retrieved, call the number